

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

ORIGINAL



0000142681

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2013 - 108185

Date: 1/31/2013

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Glen & Nancy

Lindborg

Account Name:

Glen & Nancy Lindborg

Home:

Street:

Work:

City:

Mohave Valley

CBR:

State:

AZ

Zip: 86440

is: E-Mail

Utility Company:

Willow Valley Water Co., Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315\*\*\*\*\*

OPPOSE RATE CASE

We can't drink it so we have to buy water. It turns our white clothes brown so we have to buy ironout to rinse our clothes in to get them white.

The dishes we wash in the dishwasher come out so bad I thought I was going to have to get rid of them till I found out about Lim shine. This is 3 things we buy just to use the water.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

\*End of Comments\*

Date Completed: 1/31/2013

Opinion No. 2013 - 108185

RECEIVED  
013 FEB - 4 P 2:26  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
DOCKETED

FEB - 4 2013

DOCKETED BY	mn
-------------	----

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

---

**Opinion**      **No.** 2013   - 108226

**Date:** 2/1/2013

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Kermit Dwayne**

**Johnston**

**Account Name:**      Kermit Dwayne Johnston

**Home:**

**Street:**

**Work:**

**City:**      Mohave Valley

**CBR:**

**State:**      AZ      **Zip:** 86440

**is:** E-Mail

---

**Utility Company:**      **Willow Valley Water Co., Inc.**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\*DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315\*\*\*\*\*

**OPPOSE RATE CASE**

Willow valley water is asking for a 74.47% increase when they already charge too times what our other local water co. are charging.

This application states the average monthly usage is 3,823 gal. Willow valley home owners are 40% Full time and 60% Snow birds and weekend boaters. For full time residents water usage is much higher. Due to the low quality of there water it requires us to use water softeners and water filters to make the water usable. For us to Treat there bad water we need to use more water.

In 2009 WVWC Was granted a rate increase plus a ridiculously high Tier rate. This was based on there falsey stated monthly usage.

AZCC has there public comment meeting in Phoenix. This is unfair for mostly retired people to drive for four hrs. to voice there opinions. I thank AZCC should have a local comment meeting to allow the homeowners to voice there concerns.

We also have a clubhouse that could be used for meeting.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.

\*End of Comments\*

**Date Completed:** 2/1/2013

W-01212A-12-0309  
SW-20445A-12-0310  
W-03720A-12-0311  
W-02450A-12-0312  
W-02451A-12-0313  
W-20446A-12-0314  
W-01732A-12-0315

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Jenny Gomez

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2013   - 108228

**Date:** 2/1/2013

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Sherri**

**Cannon**

**Account Name:**      Sherri Cannon

**Home:**

**Street:**

**Work:** ( )

**City:**      Mohave Valley

**CBR:**

**State:**      AZ      **Zip:** 96446

**is:** E-Mail

**Utility Company:**      **Willow Valley Water Co., Inc.**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

\*\*\*\*\*DOCKET NO. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315\*\*\*\*\*

OPPOSE RATE CASE

WVWC customers responded to the last rate increase 3 years ago by reducing their average monthly usage to 3,823 gallons. The proposed 74.47% increase based upon that usage (3,823 gallons) will increase the current rate \$26.97 to \$46.88 is exceedingly higher than any other utility in this area without any alternatives is not only absurd in this recession and slow economy; but will create severe hardship on the retired; low-income; and/or on state assistance people who are the majority in this area and will further reduce the value of our real estate. The water quality and frequent interruptions in service do not warrant any increase. WVWC should apply for state/federal assistance for the requested \$507,537. Where is the money going? It certainly hasn't replaced the 53 year-old water main line on Gordon Dr. (that other rate increases in the last 23 years were supposed to replace-not patch) requires weekly flushing & continous repairs that creates more weak spots/breaks/repairs. Last summer there were two severe breaks in our main line at the same place within a few weeks. The second break left us without water for 4 days! After the lines are flushed we have 2-3 days of dark tea colored water from the rust/hard water deposits; and when there is a break/repair, we have another 2-4 days of dirty water which WVWC tells its customers to run water until it comes out clear-water their customers can't afford to waste at the current prices/usage.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.

\*End of Comments\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Date Completed: 2/1/2013

Opinion No. 2013 - 108228

---